

Baseline Customer Satisfaction Survey Results

In support of Governor Perdue's commitment to improving customer service, GTA surveyed leadership in the 12 GAIT 2010 agencies* about their current satisfaction with technology and managed network services. The survey, conducted in March 2009 prior to service provider commencement, asked questions about the total technology experience, including services from GTA and other providers.

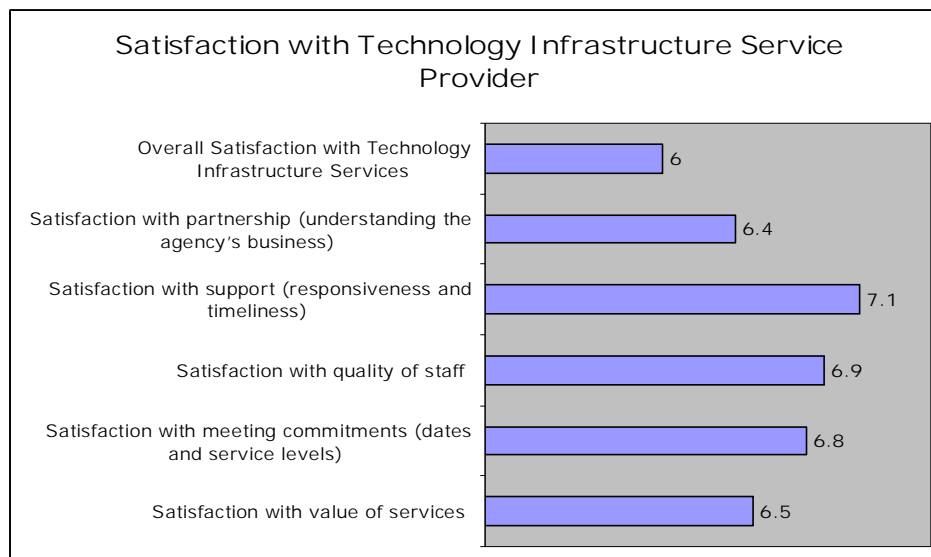
Data collected is being used to establish a baseline for future surveys assessing the performance and reliability of technology and managed network services. This baseline data will be used to calculate the expected service level for the Overall Customer Satisfaction Service Level Agreement in early 2010.

Surveys used a ten-point scale, where one represented the most negative response (e.g., very dissatisfied, very poor) and a rating of ten represented the most positive response (e.g., very satisfied, excellent).

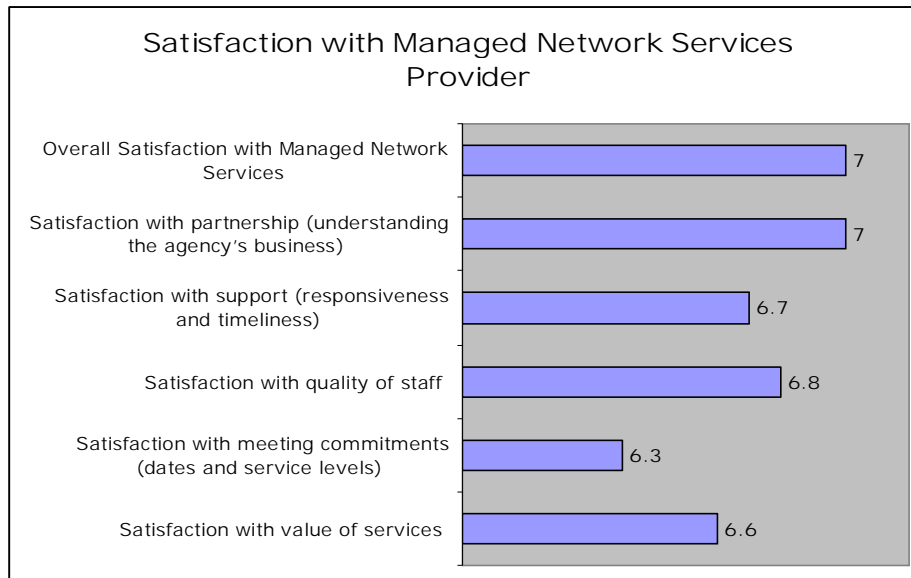
Below are the summaries of both surveys.

Executive Surveys

Ten of the 12 agency heads responded, resulting in a response rate of 83.3%.



*Community Health, Driver Services, Human Resources, Juvenile Justice, Administrative Services, Natural Resources, Revenue, GBI, Corrections, OPB, State Accounting Office, and GTA.



Business Unit Manager Survey

One hundred forty-three business unit managers representing the 12 GAIT2010 agencies received surveys in March 2009. Business unit managers were selected for their leadership roles in the following areas: budget, business communications, executive, finance, human resources, information technology, program, and program business area. A total of 84 respondents completed the baseline surveys creating a 58.7% response rate.

